State of Alabama
Department of Finance
Information Systems Division

FY08 Information Technology
Strategic Planning

Forms and Instructions

July 2006

Table of Contents

Information Technology Strategic Planning

The State of Alabama established within the Department of Finance (Act 1299, Section 41-4-20 through 41-4-424) the authority to centrally plan and manage information technology. This authority is currently vested in the Information Services Division (ISD) and the Chief Information Officer.

Strategic Planning for Information Technology has several major functions. It provides a framework for agencies to develop IT goals, objectives, and strategies to support the agency's mission, business processes, goal, objectives and strategies. It allows agencies to consider alternatives and to secure funding to maintain existing IT operations or IT investments. The information provided by agencies also provides the State with information on the direction state agencies are moving, and critical issues impacting IT within the agency and within the state. As the purpose of IT in an agency is to support the agency's business processes, the purpose of the State's strategic plan is to assess evolving IT strategies, identify areas where enterprise approaches can be used to increase effectiveness or reduce costs of IT, and to ensure that the state's infrastructure has the capability to support existing, expanding and new information technology and services. Ultimately IT strategic planning is a vehicle for planning the use of information technology to support the goals of the agency and to increase the efficiency or quality of the agency's business processes.

The Information Services Division (ISD) has devised the following planning document including forms and instructions to assist state agencies in IT strategic planning.

IT Contact Information		
Agency Name:		
IT Planning Coordinator:		
Phone:		
Email:		

Select the agency name using the drop down box. If your agency's name is not listed, contact Rick Boyce at (334) 353-3447 for assistance. The agency name will be carried forward to all screens. List the name, phone number and e-mail address of the Agency IT Planning Coordinator, or the designated agency IT contact.

IT Critical Issues Worksheet	
Agency Name:	
IT Internal Critical Issues	**Category**
IC1	
IC2	
IT External Critical Issues	**Category**
EC1	
EC2	

IT Critical Issues: IT operates within both the agency and state environment. In these environments there are critical issues that will either assist or hinder (barriers or enablers to success) the accomplishment of the IT goals or objectives. Critical issues within the agency or within the IT organization, yet manageable within the agency, are internal critical issues. Critical issues outside the agency, yet manageable within the state, are external critical issues. If an issue cannot be managed or significantly influenced internally by the agency or externally by the state, then it is not a critical issue, but a constraint.   Considering the agency IT environment, briefly describe any critical issues (internal or external) impacting IT. Every agency should identify at least one critical issue - either internal or external, but no more than two internal critical issues and two external critical issues. For each critical issue listed, select a category or type of critical issue using the drop down boxes.

IT Goal, Objectives, and Strategies Worksheet			
Agency Name:			
IT Strategic Goal			
Goal:		**Priority**	
Identify the agency primary goal, objective or strategy this IT strategic goal supports.			
Agency Goal			
Agency Objective			
Agency Strategy			
FY08 Objectives			
OB1			
OB2			
FY08 Strategies			**Objective**
S1			
S2			
S3			
S4			

IT Strategic Goals: The purpose of information technology (IT) is to support the business processes, goals, objectives and strategies of the agency. IT goals should be measurable with specific end points and are generally long term, three to five years duration. IT goals should give some indication of what needs to be accomplished within a timeframe, or indicate the direction that the agency needs to move. The goals should be related to the current agency SMART plan. Each agency should have at least two long term IT goal. <u>Agencies with total IT expenditures exceeding $500,000 in FY04 should submit three IT goals.</u> Show the priority for each IT goal listed, with "1" being the highest priority. The priority assigned to any IT goal should be unique and goals entered online in priority order. Complete a separate worksheet for each IT goal established. For each IT goal listed, show the associated primary agency, program or activity level goal, objective or strategy that the IT goal supports using the dropdown list.

IT Goal Objectives: Objectives are specific and measurable targets set for one fiscal year that mark interim steps toward achieving a key goal. An agency should have at least two measurable objectives for each IT goal listed to be accomplished in FY08.

IT Objective Strategies: Strategy is selecting a process to accomplish the objective and how it is going to be done. A successful strategy accomplishes the objective. Each objective should have at least one associated strategy. For each strategy indicate the objective it addresses.

IT Budget Worksheet					
Agency Name:					
IT Personnel		**FY05 Actual**	**FY06 Obligated**	**FY07 Budgeted**	**FY08 Requested**
Merit Personnel					
Contract Personnel					
Software		**FY05 Actual**	**FY06 Obligated**	**FY07 Budgeted**	**FY08 Requested**
Software applications					
Office Productivity					
IT Infrastructure		**FY05 Actual**	**FY06 Obligated**	**FY07 Budgeted**	**FY08 Requested**
IT equipment purchase					
IT equipment rental/lease					
IT hardware or equipment maintenance contracts					
Data Communications					
Internet Access					
Voice communications including VOIP					
Total IT Expenditures		**FY05 Actual**	**FY06 Obligated**	**FY07 Budgeted**	**FY08 Requested**
Total Agency IT Expenditures		*[Display only. Column totals automatically accumulated from budget information entered.]*			
Contracts					
Please provide separate detailed information on all IT related contracts included in the above total.					
Vendor Name	**Contract Category**	**FY05 Actual**	**FY06 Obligated**	**FY07 Budgeted**	**FY08 Requested**

The IT Budget Worksheet is a summary of the agency's actual or planned IT expenditures for all agency programs and activities for the specified fiscal years. All IT related expenses or planned expenses should be shown including IT personnel, hardware, software, data and voice networks, development projects, application systems, contracts, inter-agency agreements, office productivity, computer services, etc. **Note:** If your agency has no expenditure for a specific category or year place a zero amount in the space provided.

Merit Personnel costs include salaries and fringe benefits of personnel who exclusively provide support to agency automation activities and who possess an IT classification as defined by the State Merit System, or is a non-Merit state employee with an IT classification or responsibility.

Contract Personnel costs include the total cost of contractual (outsourced) IT staff augmentation that directly support the agency's information technology needs for each of the specified fiscal years. These services include contract personnel used for staff augmentation and not personnel provided by a vendor as part of a specific IT application or project. Include the costs staff augmentation provided by interagency agreements with other state governmental entities, including higher educational institutions.

Software costs include applications, databases, operating systems, development/programming tools, e-mail programs, office productivity, etc., whether purchased, leased, licensed or developed, including all commercial off the shelf (COTS) software. (*Do not include VOIP costs as they should be incorporated in IT infrastructure.*) **Software Applications** should include development costs, application service providers (i.e., contracted proprietary agency services supplied by a vendor), annual maintenance and licensing fees. **Office Productivity** should include all office productivity software such as MS Office, Lotus Suite, WordPerfect etc., including any annual maintenance and support agreements.

IT Infrastructure costs include all IT hardware or equipment and communications. IT hardware includes personal computers, laptops, printers, mainframe or midrange systems, servers, PDAs, etc.. IT infrastructure also includes data and/or voice communications, such as routers, switches, PBX's, etc. All infrastructure services provided by ISD should also be included. Most agencies receive internet access as part of a bundle of services from ISD and internet access is not billed separately. Under "Internet Access" only show those charges paid specifically for internet access to ISPs such as AOL, BellSouth, Charter, Knology etc.

IT Contract costs include all existing or planned IT related contracts, including ITBs, RFPs, interagency agreements with other state entities, etc., for services. This does not include IT hardware purchases, hardware lease purchases, or ISD services. List the vendor and select the contract category, and show the amount that was paid or will be paid for each fiscal year. Use the dropdown lists to select the contract category. NOTE: This is a separate, composite of services already included in the above total Agency IT Expenditures.

IT Technology Assessment Worksheet			
Agency Name:			
	Currently Provided	**Planned**	
Services	**FY06**	**FY07**	**FY08**
Backup / Disaster Recovery Planning			
Security Policy and Security Infrastructure Assessment			
Digital Government Applications			
Agency Web Site			
Agency Blog			
Platforms	**FY06**	**FY07**	**FY08**
Client Server			
Mainframe			
Web / Internet Enabled			
Systems	**FY06**	**FY07**	**FY08**
Change Management			
Data Warehousing			
Business Intelligence			
Geographic Information Systems (GIS)			
Document Management			
Imaging			
Telecommunications	**FY06**	**FY07**	**FY08**
Standard Phones			
VOIP			
Cellular			
Agency LAN	**FY06**	**FY07**	**FY08**
Ethernet			
Token Ring			
Wireless			
Other Technology, Services, Systems or Telecommunications Planned	**FY06**	**FY07**	**FY08**
Other: (Specify)			

Please review the list of services, platforms, systems, telecommunications and technologies. Indicate that you either have the services/technologies, or you plan to provide it within the next two fiscal years by checking the "Yes" box in the appropriate year. The FY06 box would be selected for technologies, capabilities or services currently available. Indicate technologies, capabilities or services intended for implementation in the next two years by checking either the FY07 or the FY08 column.

Services: 1)Backup/Disaster Recovery Planning includes policy, procedures, with backups and disaster recovery planning; 2)Security Policy and Security Infrastructure Assessment means that the agency has establish policies and procedures in regard to passwords, access to data, antivirus, as well as assessing network assess points from a security perspective, etc; 3)Digital Government Applications are online applications available through the internet; 4) Agency Web Site means that the agency has or is creating an agency internet website, with public information, annual reports, contacts, etc.; and 5) Agency Blog refers to creating and maintaining an agency blog site.

Platforms: Indicate the platforms the agency currently has and/or intends to implement. Platforms may include: 1) Client Server - PC/server based network application; 2) Mainframe; and 3) Web/Internet Enabled - Internet applications using .net, VB, HTML, XML Java, Ajax, etc.

Systems: Indicate the systems the agency currently has and/or intends to implement. Systems may include: 1) Change Management - A systematic process for documenting and migrating changes in systems, applications, or infrastructure; 2) Data Warehousing; 3) Business Intelligence - Using BI tools to access data; 4) Geographic Information Systems (GIS); 5) Document Management - Document/work flow processes; or 6) Imaging - scanning, indexing and storing documents or images in a magnetic media.

Agency Telecommunications: Indicate any type of phones the agency has or intends to implement. Among the phone systems are: 1) Standard Phones - Regular land line phones; 2) VOIP - Voice Over Internet Protocol; or 3) Cellular/Mobile.

Agency LAN: Indicate the type of agency LAN currently in use or intends to implement. Agency LANs include: 1) Ethernet; 2) Token Ring; or 3) Wireless.

Other Technology, Services, Systems or Telecommunications Planned. Identify any other technology, services, systems, telecommunications, or LAN typology that an agency is considering implementing.